



PROGRAM GUIDE

The Qualities of a Good F.T.O.

2 Hours - Telecourse DVD
March 2004

**MARCH 2004
Telecourse
DVD Change**
See last page.

The success of a Field Training Officer (FTO) is dependent upon the ability to:

- Translate experience and understanding into training
- Gain the attention, participation, and trust of the trainee
- Develop awareness, decision making skills, and confidence in the trainee

This telecourse examines how one FTO approaches these three points over the course of a single shift of the River City Police Department. Within that span of time, the program touches on several key topic areas, including:

- The value of getting to know your trainee
- The importance of personal preparation
- The elements of verbal/communication skills
- Teaching skills: Primary and remedial
- Evaluation skills: Delivery of good news and bad news

As individual scenes of the telecourse unfold, five experienced FTOs from throughout California comment on them with regard to approach, style, and effectiveness of a quality Field Training Officer.

The DVD program offers two viewing options:

1. Play Telecourse in its entirety (2 hours)
2. Select among five Telecourse segments:
 - Segment 1 - Confidence and Leadership (25 min.)
 - Segment 2 - Training Relationship: Knowledge and Communication (22 min.)
 - Segment 3 - Evaluation: Teaching and Style (20 min.)
 - Segment 4 - Encouraging Patience and Organization (25 min.)
 - Segment 5 - Overview and Summary (5 min.)

Based on the original October 2002 *The Qualities of a Good FTO* telecourse program.

POST Course Control Number: xxxx-30001-xx011*
Telecourse Module Number: 04-03
Reference Guide: None

* Specific to DVD only. The first four digits of the Course Control Number (xxxx) is the preassigned Telecourse Presenter Number specific to your agency; the tenth and eleventh digits (xx) are the fiscal year in which your agency presents this program. See website for detailed instructions.

Additional Information

Copyright Notice

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Distribution and Ordering

Beginning July 2003, new CPTN video programs are distributed on DVD format only. Single copies of DVDs are automatically direct-mailed to all POST-Certified Telecourse Presenters and Basic Academies in the California POST Program. DVD programs cannot be duplicated. Multiple copies of CPTN materials are available via automated direct-mail to eligible agencies with multiple training sites. See POST Bulletins #03-03 and #03-13 at www.post.ca.gov/bulletin/bulletins.asp for more information about DVD distribution and eligibility.

All requests for copies of CPTN materials and CPTN subscriptions must be made by calling CPTN at 800.441.POST (7678)

Visit the CPTN website at www.post.ca.gov/training/cptn for complete CPTN information. Other questions not answered online may be directed to the POST Training Program Services Bureau at 916.227.3913, or send email to cptn@post.ca.gov.

Telecourse CPT Credit

This month's Telecourse and most previous Telecourses are eligible for continuing professional training (CPT) credit if facilitated by a POST-Certified Telecourse Presenter. Certified Presenters of POST Advanced Officer Courses or Skills and Knowledge Modular training courses may also use the Telecourses as part of those courses. POST-Certified Telecourse Presenters seeking CPT credit for trainees must document Telecourse attendance on POST Course Roster (Form 2-111). Note that course control numbers are different for Telecourses on DVD. For detailed instructions on completion of the Telecourse Course Roster, visit www.post.ca.gov/training/cptn/credit.asp. Law enforcement agencies and POST-Certified Telecourse Presenters are authorized to duplicate CPTN VHS or print materials for training purposes. Call the POST Training Delivery Bureau at 916.227.4863 for more information about Telecourse CPT credit.

Content Disclaimer

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Frequently Asked Questions

Does CPTN Still Do Weekly Satellite Broadcasts?

The satellite broadcast service transitioned to a DVD-based delivery system in July 2003. All new **Telecourse** and **Case Law Today** video programs are distributed on DVD via direct-mail to law enforcement agencies and Basic Academies in the California POST Program who are registered with POST as Certified Telecourse Presenters (see below). The monthly Telecourse series is designed to assist law enforcement training managers and instructors in meeting specific training needs or legislative mandates for their agency. Produced exclusively by California POST, instructional Telecourses may be used by agencies in the California POST program to satisfy Continuing Professional Training (CPT) requirements. As part of the conditions for Telecourse use, the Telecourses must be facilitated at the local agency by an instructor or supervisor. The Case Law Today program is not eligible for CPT credit.

Is My Agency on the DVD Mailing List?

To determine if your agency is listed as a Certified Telecourse Presenter or POST Basic Academy and on the DVD distribution list— or to obtain more information about Telecourse certification— visit POST online at www.post.ca.gov/training/cptn/credit.asp. If your agency is not listed and you wish to register as a Certified Telecourse Presenter with POST, follow the website instructions or contact the Training Delivery Bureau at 916.227.4863. A single copy of each newly released DVD program is automatically direct-mailed to eligible POST agencies monthly (Telecourses) or quarterly (Case Law Today). For eligible agencies with multiple training sites, the agency Training Manager may request multiple DVD copies by contacting POST at 916.227.3913. See POST Bulletins #03-03 and #03-13 online at www.post.ca.gov/bulletin/bulletins.asp for additional information about the DVD transition and agency eligibility.

Which Programs Are On VHS and DVD?

All new Telecourse video programs produced July 2003 and beyond are released only on DVD format. Telecourses broadcast on the network prior to July 2003 may still be ordered on VHS format only (NOTE: some prior Telecourses are scheduled for re-release on DVD format later in 2003-2004; check the CPTN website for upcoming releases). Case Law Today programs will be released on a quarterly basis (three months/18 segments per DVD). Case Law Today is available on DVD beginning with January 2003 episodes; programs prior to 2003 may still be ordered on a monthly VHS format only.

Is the CPTN Program Guide Available by Mail?

The monthly CPTN Program Guide is now available exclusively online at the POST website at www.post.ca.gov/training/cptn/program_guide.asp. The Program Guide provides updated program information not only for the current month DVD releases, but also future CPTN program releases and other CPTN information. The CPTN Program Guide is no longer printed nor mass-mailed.



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Future CPTN Programs

**2004 Legal
Update Telecourse
DVD Mailing
Delayed to
April 2004**

2004 Legal Update

April 2004 - Telecourse DVD

Case Law Today (Jan-Feb-Mar 2004)

April 2004 - Quarterly Edition DVD

Traffic Stops 2003

May 2004 - Telecourse DVD

Kids in Peril:

Protecting Children Online 2004

June 2004 - Telecourse DVD

Communications Training Officer 2003: Tools for the Trainer

July 2004 - Telecourse DVD

Case Law Today (Apr-May-Jun 2004)

July 2004 - Quarterly Edition DVD